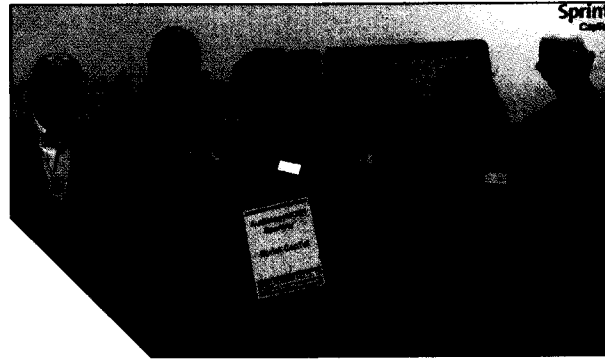
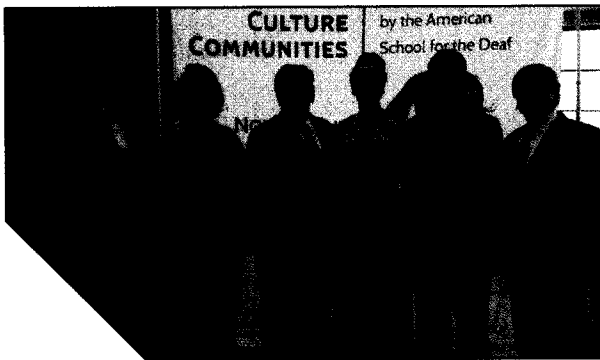


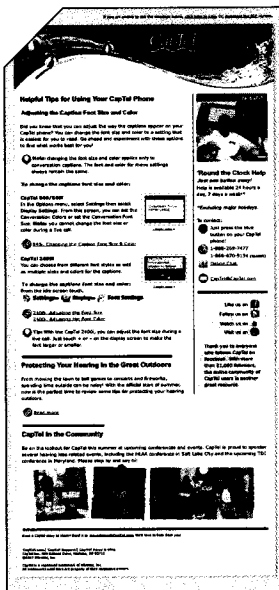
# Sprint Accessibility News & Enhancements

In the past year, incredible transformation has continued within Sprint. Positions have been filled, milestones have been achieved, and accomplishments are ongoing. In August 2016, Sprint Relay rebranded itself as Sprint Accessibility, offering communication products and services to reduce or eliminate communication barriers for customers who are deaf, hard of hearing, deaf-blind, have a hearing or vision loss, or cognitive, speech or mobility disability.



## National Tradeshows

Sprint Accessibility continues to have a highly visible presence at local, state, and national tradeshows and conferences. Attending events such as the NASRA, HLAA, Deaf Seniors of America, AudiologyNOW! is a great opportunity for attendees to learn which mode(s) of communication best fit their desires. Exhibits and presentations provide attendees the chance to learn about advancements in the relay industry. Customer testimonials and product demonstrations at these events provide a unique opportunity for users to see first-hand how various communication options can improve their lives.



## CapTel Newsletter

Each month, CapTel distributes its newsletter to CapTel phone and service users. Each issue contains informative tips for various CapTel phone models, stories about event participation, details of upcoming events, and customer testimonials.

# Enhancements to TRS Features

Sprint strives to enhance relay products and services to provide an exceptional experience to all relay customers. Feedback, implementation, testing, and usage by consumers and team members make this possible. During the reporting timeframe, Sprint Accessibility completed the following enhancements.

## July 2016

- Added feature to Mobile IP 911 update calls, which now display a call-back number (for customer service only).
- Had communication assistants (CA) participate in Quality Focus training recapping FCC rules, contractual requirements, established call handling procedures and topics such as relay agent performance expectations, greetings typed verbatim, speaking in third person, conference calls, correcting typos while voicing, and more.

## August 2016

- Added CapTel call center in Appleton, Wisconsin.
- Had CAs participate in Quality Focus training recapping FCC rules, contractual requirements, and topics such as processing relay user call preferences, caller control, transparency, repeating information, do-not-announce, redial billing, customer database changes, and customer preferences.
- Initiated Sprint IP Relay Mobile project to enhance iOS and Android apps to provide user-friendly registration, identity verification and braille user access.

## September 2016

Added outdial time, directory assistance, timely call release.

## October 2016

- Voice greeting typed verbatim, Call closing, Timely call release.
- Released firmware updates to several CapTel phone models.
- Lubbock and Syracuse centers started handling IP Captioned Telephone Service traffic.

## November 2016

- Expanded IP Text Mail automatic send from 30 to 45 seconds before sending to the offline user.
- Had CAs participate in Quality Focus training on topics such as customer profile feature,

processing standard and unique customer instructions, call set-up, and following customer notes/instructions.

## December 2016

- Changed call procedures as directed by the customer, CapTel, holiday greetings.
- Offered Relay Conference Captioning (RCC) to three additional states, making RCC available in a total of eight states, plus Federal Relay.

## January 2017

Completed misdial transfer trial in Florida.

## February 2017

Released firmware updates to several CapTel phone models.

## March 2017

- Added CapTel call center in Arlington, Texas.
- Released firmware updates to several CapTel phone models.
- Released the CapTel 880i Braille phone.
- Created a dedicated Sprint CapTel Facebook page.
- Engaged DeafBlind community to participate in alpha testing of Sprint IP Relay Mobile apps for iOS and Android.

## April 2017

- Launched Sprint IP Relay Mobile apps for iOS and Android within Apple App Store and Google Play Store.
- Developed and aired a Sprint IP Relay Mobile app Public Service Announcement in four targeted markets.

## May 2017

Released Sprint Mobile IP app.

## June 2017

- Trained CAs on long distance and carrier of choice changes for TRS and CapTel.
- Developed six Sprint IP Relay Mobile app training videos for trainers and individuals on how to use Sprint IP Relay Mobile apps.
- Completed the removal of Carrier of Choice options and Operator Services in our TRS platform. State relay users are no longer prompted for a long-distance carrier.

## TRS and CapTel Centers

Sprint currently provides TRS from five relay centers and CapTel from eight centers, ensuring reliable and cost-effective service:

- Florida (2)
- Hawaii
- Kansas
- Minnesota
- Ohio
- New York
- Texas (3)
- Wisconsin (3)

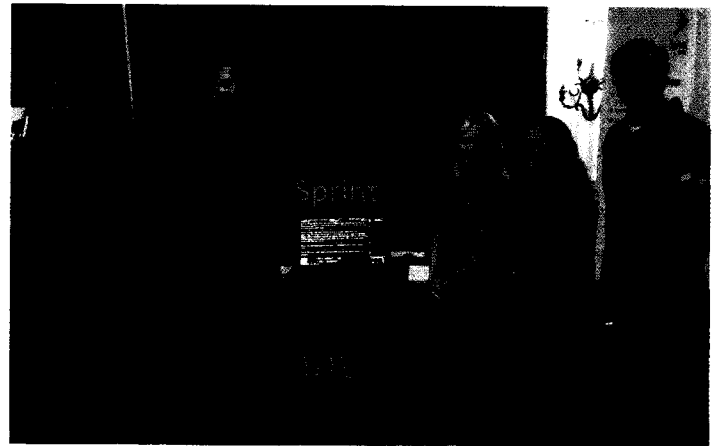


Sprint continues to expand CapTel call center operations with additional centers in the near future, including the next one in Austin and then Dayton. This will expand our service offerings and ensure the redundancy of services in locations less likely to be impacted by natural disasters.

Sprint maintains the TRS platform technology, training, and workforce management for all TRS call centers. Sprint's CapTel subcontractor and technology provider maintain these items for all wireline CapTel providers.

## International DeafBlind Expo

Sprint Accessibility attended the International DeafBlind Expo in Orlando, Florida, on August 18-20, 2016. The DeafBlind community has shared a desire for improvements within mobile and accessible communication industries. Sprint's role at this expo was to educate and increase awareness on the Sprint IP relay product and wireless discount plans for this community. DeafBlind attendees at this expo expressed their appreciation of Sprint's dedication and commitment to provide and/or enhance mobile and accessible communication for all.



In November, a full-time Customer Relations Manager (CRM) who is DeafBlind began work on Sprint IP Relay outreach activities with the DeafBlind community. From April to June 2017, this CRM hosted 6 town hall meetings, each approximately three hours long, in six cities with a total of 85 participants. The CRM presented on the Sprint IP Mobile app and gave one-on-one trainings.

## Sprint Relay Earns Top Honors from Costitics

In the 2016 Costitics Relay Performance Index<sup>SM</sup>, Sprint was the only provider to earn a perfect score in the Customer Care<sup>SM</sup> category with 100% of evaluators rating the Sprint CAs as engaged on their behalf and following correct call processing procedures. The customer care category also measures an array of specific CA behaviors that detract from the customer's experience, such as having to repeat information multiple times, rudeness, monotonous voicing, or incorrect procedures. Sprint was the only provider with no observed customer care detractors.

Sprint further received the highest scores for speed of processing calls including quicker connections to the service, faster relaying of conversations, and the most efficient total call length (i.e., session time). Sprint was also the only provider in the Index to achieve 100% of CAs meeting or exceeding the FCC-mandated typing

speed of 60 words per minute.

Sprint also reported the fewest critical errors and was statistically tied for "Best in Category" in several other categories such as passed calls, average typing speed, typing accuracy, and spoken accuracy. Sprint's efficiency combined with 100% Customer Care score stands in testament to an organization dedicated to both optimal efficiency and great customer service.

## Inclusive Technology Summit

In November, the White House hosted and live-streamed a technology summit with the American Association of People with Disabilities. This summit brought together disability advocates, technology industry representatives, and federal officials to examine approaches to ensure that the Internet of Things is accessible and that inclusive design is central to technology development. One of the panelists was Sprint Accessibility's own Global Director, Mike Ellis.

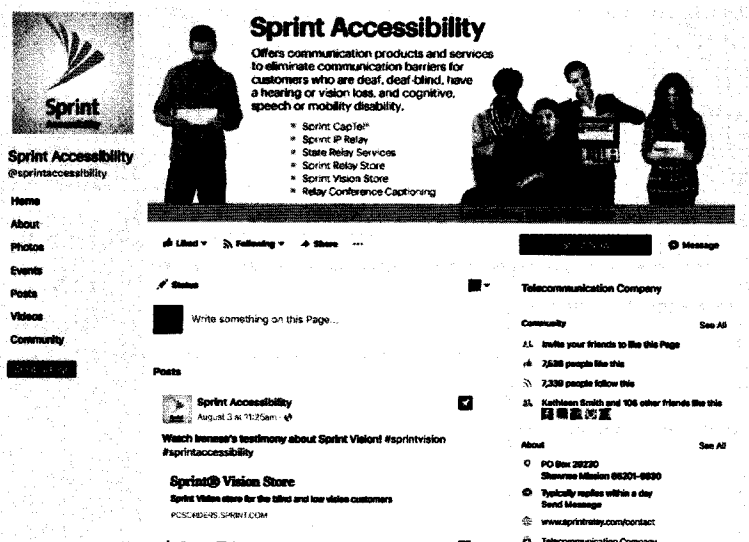
## STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an ideal forum to discuss current FCC rules and upcoming industry trends such as Carrier of Choice waivers, FCC re-certification; product and service reviews such as Real Time Text, 900 pay-per-calls; TRS and CapTel platforms such as IP-based products and services; presentations by company representatives from the media, captioning, and CapTel industries; and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2017. The next conference is planned for Austin, Texas, in 2018.

## Social Media

Social media is a common avenue for consumers to learn about a specific interest. In past years, Sprint had social media platforms for individual relay service. Recently information about most relay services were combined into a single Sprint Accessibility page on Facebook:

- **Sprint Accessibility:** [www.facebook.com/sprintaccessibility](http://www.facebook.com/sprintaccessibility)
- **Sprint CapTel:** [www.facebook.com/sprintcaptel](http://www.facebook.com/sprintcaptel)
- **Sprint Vision:** [www.facebook.com/SprintVision](http://www.facebook.com/SprintVision) (until July 5, 2017)



# Sprint Accessibility

**Mike Ellis**

Global Vice President of Accessibility

**John Moore**

National Customer Relations Manager

**Alice Berry**

Customer Relations Manager, Mississippi Relay

**Mark Tauscher**

Business Development/Project Management

**Maggie Schoolar**

Sales Director

**Jeff Branch**

Client Director

**Ken Goulston**

Wireless Account Executive

**Kris Owara**

Billing Analyst

**Brian Adamson**

National Customer Service Supervisor

# Appendices



# Outreach Activities

Event	Location	Attendees	Presentation, Outreach, Booth
AUGUST			
Tyson Foods, Inc. - Wellness Health Fair	Forest	300	Booth
MAHRO (MS Assoc. Housing & Redevelopment Officials)	Biloxi	500	Booth
MAD Picnic (MS Assoc. of the Deaf)	Hattiesburg	100	Booth
SEPTEMBER			
South Mississippi Regional Center Health Fair	Long Beach	200	Booth
St. Dominic's Wellness Fest	Jackson	800	Booth
OCTOBER			
RAM (Rehabilitation Assoc. of Mississippi)	Starkville	300	Booth
Senior Day @ Mississippi State Fair	Jackson	350	Booth
USPS (United States Postal Service) Employee Health Fair	Jackson	100	Booth
Senior Health & Wellness Fair @ Dept. of Human & Cultural Services	Jackson	200	Booth
Disability Awareness Conference (MDRS)	Jackson	250	Booth
MSD Homecoming Day @ MS School for the Deaf	Jackson	200	Booth
DECEMBER			
Christmas Gala @ MS Assoc of the Deaf	Jackson	50	Presentation
JANUARY			
Salvation Army	Jackson	30	Presentation
FEBRUARY			
Low Vision/Low Hearing Expo	Gulfport	80	Presentation
Community Resource Fair	Biloxi	100	Booth
Arbor Day @ Park	Biloxi	200	Booth
DisAbility Awareness Day	Jackson	40	Booth
MARCH			
MS Public Service Commission - Health Conference	Vicksburg	100	Booth
Pearl Project Health Fair	Jackson	200	Booth
Greater Bethlehem Temple Health Fair	Jackson	40	Booth
NASW (National Assoc. of Social Workers)	Biloxi	400	Booth
MS Speech-Language-Hearing Association	Natchez	500	Booth
Eliza Pillars RNs of MS	Jackson	60	Booth

Event	Location	Attendees	Presentation, Outreach, Booth
APRIL			
Health Fair @ MS College Nursing	Clinton	400	Booth
Hinds Community College ASL Club	Raymond	20	Presentation
Whistle Stop Festival	Waynesboro	300	Booth
MDRS (MS Dept. of Rehabilitation Services)	Madison	150	Booth
MAY			
Seniors Grooving to a Healthy Lifestyle Health Fair	Jackson	100	Booth
Deaf Fest @ The Mary C. O'Keefe Cultural Center	Ocean Springs	500	Booth
Senior Information Fair	Bay St. Louis	150	Booth
Eddie Smith Community Health Fair	Holly Springs	200	Booth
JUNE			
MSDR (MS School for the Deaf Reunion)	Pearl	130	Presentation
MS disAbility MegaConference	Jackson	450	Booth
MAD (MS Assoc. of the Deaf)	Flowood	50	Presentation
	<b>TOTAL</b>	<b>7,550</b>	



# Mississippi Relay Statistics

	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
TTY - Baudot	1,357	1,121	1,142	897	757	811	1,123	1,278	1,175	407	264	386	10,718
TTY Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
TurboCode (TC)	59	32	27	32	26	26	38	49	18	20	11	7	345
TC Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
ASCII	19	17	21	5	17	3	9	19	16	15	8	19	168
Voice	104	126	154	161	181	149	212	131	111	117	91	48	1,585
Voice Spanish-Speaking Users	0	0	0	0	0	0	1	0	0	0	0	0	1
Voice Carryover (VCO)	484	843	793	359	990	585	848	712	475	587	512	503	7,691
VCO Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Carryover (HCO)	0	0	0	0	0	2	0	0	1	0	0	0	3
HCO Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
DeafBlind Baudot	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech-to-Speech	30	29	19	34	40	51	45	31	12	31	15	33	370
<b>GRAND TOTAL</b>	<b>2,053</b>	<b>2,168</b>	<b>2,156</b>	<b>1,488</b>	<b>2,011</b>	<b>1,627</b>	<b>2,275</b>	<b>2,220</b>	<b>1,808</b>	<b>1,177</b>	<b>901</b>	<b>996</b>	<b>20,881</b>
PERCENTAGE OF CALLS - by calling device													
TTY - Baudot	66%	52%	53%	60%	38%	50%	49%	58%	65%	35%	29%	39%	49%
TurboCode	3%	1%	1%	2%	1%	2%	2%	2%	1%	2%	1%	1%	2%
ASCII	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%	1%	2%	1%
Voice	5%	6%	7%	11%	9%	9%	9%	6%	6%	10%	10%	5%	8%
VCO	24%	39%	37%	24%	49%	36%	37%	32%	26%	50%	57%	51%	38%
HCO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DeafBlind Baudot	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Speech-to-Speech	1%	1%	1%	2%	2%	3%	2%	1%	1%	3%	2%	3%	2%
<b>TOTAL %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Incoming Calls Offered	3,336	3,280	3,283	2,789	2,925	3,230	3,734	3,008	2,957	2,379	2,648	2,539	36,108
Incoming Calls Answered	3,292	3,191	3,208	2,674	2,846	3,106	3,666	2,968	2,914	2,350	2,614	2,497	35,326
Abandoned in Queue	44	89	75	115	79	124	68	40	43	29	34	42	782
Call Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Calls Placed (by End Users)	4,245	4,192	4,224	3,247	3,886	3,836	4,730	4,058	3,792	2,928	3,026	2,996	45,160
Calls Completed by End Users	1,503	1,700	1,678	1,203	1,627	1,332	1,830	1,795	1,471	964	769	825	16,697
Total Number of Subscribers (Users)	1,589	1,492	1,367	1,344	1,450	1,610	1,798	1,417	1,519	1,421	1,611	1,531	18,149
Average Weekend Calls	91	88	105	55	89	96	100	102	71	61	53	57	968
Average Weekday Calls	159	152	154	128	144	135	174	162	140	115	113	116	1,692
SERVICE QUALITY													
Average Speed of Answer (ASA)	1.1	3.3	1.9	2.5	2.7	3.4	1.9	1.1	0.9	0.8	0.8	1.1	
Service Level (SVL)	97%	94%	95%	93%	94%	93%	95%	97%	97%	98%	98%	97%	
Complaints: TRS	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: TRS	1	0	0	1	0	0	0	0	0	0	0	0	2
Complaints: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: CapTel	1	1	0	0	0	0	0	0	0	0	0	0	2

	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
RELAY MINUTES OF USE													
<b>Total Session Minutes of Service</b>	10,685	12,790	10,737	8,632	11,274	9,081	11,780	10,687	10,023	6,724	5,663	5,237	<b>113,314</b>
<b>Less Interstate Minutes</b>	(520)	(666)	(568)	(732)	(1,016)	(757)	(882)	(634)	(495)	(296)	(353)	(514)	<b>(7,434)</b>
<b>Less International Minutes</b>	(1)	0	0	0	0	0	0	0	0	0	0	0	<b>(1)</b>
<b>Less Interstate Toll-Free Minutes (51%)</b>	(1,778)	(2,528)	(1,170)	(1,121)	(2,059)	(997)	(1,275)	(1,288)	(1,214)	(1,270)	(703)	(802)	<b>(16,203)</b>
<b>Less Interstate Directory Assistance</b>	0	0	0	0	(24)	0	(96)	0	0	0	0	0	<b>(120)</b>
<b>Less 900 Minutes (51%)</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Billable Intrastate Relay Session Minutes</b>	8,387	9,596	8,999	6,779	8,174	7,328	9,527	8,765	8,314	5,158	4,608	3,921	<b>89,556</b>
SPEECH-TO-SPEECH													
<b>Total Speech-to-Speech Session Minutes</b>	484	689	259	797	459	702	708	431	216	311	243	531	<b>5,830</b>
<b>Less Interstate Minutes</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Billable Intrastate STS Session Minutes</b>	255	378	148	402	251	362	395	234	127	158	130	268	<b>3,108</b>
BILLABLE USAGE													
<b>Total Relay and Speech-to-Speech Minutes</b>	8,642	9,974	9,147	7,181	8,425	7,690	9,922	9,000	8,441	5,316	4,738	4,189	<b>92,664</b>
CAPTEL INFORMATION													
<b>Call Count</b>	10,848	11,824	10,679	10,769	9,505	9,285	9,458	8,092	8,157	7,483	8,837	8,857	<b>113,794</b>
<b>Average Session Minutes Per Call</b>	3.35	3.13	3.11	3.23	3.13	3.18	3.20	3.44	3.25	3.24	3.01	2.92	
<b>Average Speed of Answer (ASA)</b>	0.43	0.44	0.62	0.95	0.71	1.31	1.81	1.70	1.45	0.91	0.85	0.87	
<b>Service Level (SVL)</b>	99.7%	99.5%	99.5%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%	99.8%	99.6%	99.7%	
<b>Total CapTel Session Minutes</b>	36,301	37,029	33,262	34,770	29,733	29,559	30,222	27,847	26,478	24,212	26,630	25,878	<b>361,920</b>
<b>Less Interstate Session Minutes</b>	(5,099)	(5,888)	(5,099)	(5,489)	(4,202)	(4,459)	(5,484)	(4,279)	(4,365)	(2,592)	(3,435)	(3,312)	<b>(53,704)</b>
<b>Less International Session Minutes</b>	(20)	(0)	(1)	(1)	(2)	(6)	(11)	(5)	(2)	(1)	(2)	(9)	<b>(59)</b>
<b>Less Interstate Toll-Free Minutes (51%)</b>	(1,269)	(1,512)	(1,154)	(1,397)	(1,123)	(1,599)	(1,105)	(1,010)	(987)	(1,022)	(1,024)	(999)	<b>(14,200)</b>
<b>Less In-2 Line (11%)</b>	(150)	(160)	(92)	(88)	(84)	(84)	(222)	(165)	(176)	(165)	(128)	(131)	<b>(1,645)</b>
<b>Billable Intrastate CapTel Minutes</b>	29,763	29,470	26,916	27,795	24,323	23,412	23,400	22,387	20,947	20,432	22,041	21,427	<b>292,313</b>



Publication services provided by

**T.S. Writing Services, LLC**

# INTRODUCING CAPTEL 2400i

Free\* captioned telephone service from Mississippi Relay offers the ability for anyone with hearing loss to communicate on the telephone independently.



**LISTEN, READ** and **RESPOND** to your callers with ease on the CapTel® phone!

## CAPTEL 2400i's FEATURES:

- Touch-screen display and helpful menu graphics
- Built-in answering machine with captions
- Large screen with easy-to-read captions
- Speakerphone capabilities
- WiFi capable



**FOR MORE INFORMATION  
ABOUT THE SERVICE OR TO GET  
A CAPTEL 2400i PHONE, VISIT**

■ [www.mississippirelay.com/captel](http://www.mississippirelay.com/captel)

\*CapTel callers are responsible for their own long distance call charges.

Do you know someone who  
has difficulty understanding  
on the phone?

## Try Captioned Telephone!



Free Captioned Telephone  
service from CapTel North  
Carolina offers the ability for  
anyone with hearing loss to  
communicate on the telephone  
independently. **LISTEN, READ**  
and **RESPOND** to your callers  
with ease on the CapTel® phone!

### FOR MORE INFORMATION OR TO PURCHASE A CAPTEL PHONE:

Call:  
**877-805-5845**

Website:  
**[captel.com/availability/MS.php](http://captel.com/availability/MS.php)**

\*\*\*\*\* 5/15 1:45 PM \*\*\*\*\*  
Hello this is carol hi fred yes  
I just set a meeting date with the  
research team by the way I have  
a powerpoint draft but it is very  
straightfoward and boring do you  
know any graphic designer who can  
make it more creative? Great

Press ▲ to Review the Conversa

## Get Connected with Mississippi Relay

**Mississippi Relay Service is a free phone service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators. To learn, visit [www.mississippirelay.com](http://www.mississippirelay.com)**



### EQUIPMENT DISTRIBUTION

For eligible Mississippians who may need free telephone equipment  
[mississippirelay.com/edp](http://mississippirelay.com/edp)



**Need more information?  
Have a question? Contact:**

**Teresa Burns**  
Outreach & Equipment Coordinator  
[teresa.burns@sprint.com](mailto:teresa.burns@sprint.com) (Email)  
601-936-5012 (Office)  
601-206-0206 (Videophone)

CapTel is a registered trademark of Ultratec, Inc.

# Get Connected with Mississippi Relay

**Mississippi Relay Service** is a free phone service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators. Visit [www.mississippirelay.com](http://www.mississippirelay.com) to learn.



CapTel® 2400i

Need more information?

Have a question? Contact:

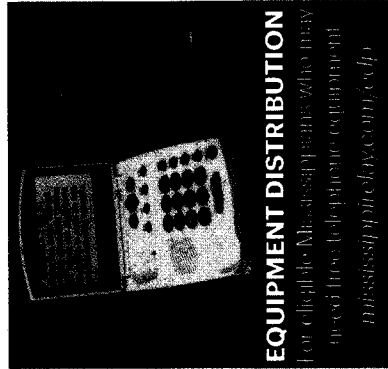
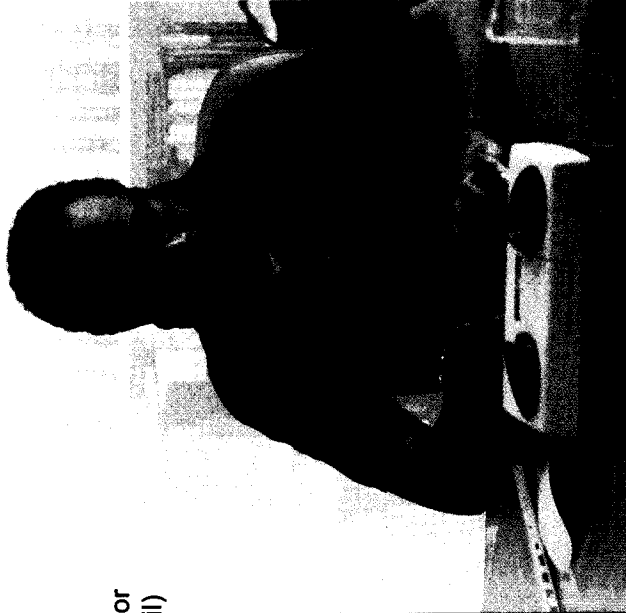
Teresa Burns

Outreach & Equipment Coordinator

[teresa.burns@sprint.com](mailto:teresa.burns@sprint.com) (Email)

601-936-5012 (Office)

601-206-0206 (Videophone)



#### EQUIPMENT DISTRIBUTION

For eligible Mississippians who may need free telephone equipment, visit [www.mississippirelay.com/edp](http://www.mississippirelay.com/edp)

# Get Connected with Mississippi Relay

**Mississippi Relay Service** is a free phone service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators. Visit [www.mississippirelay.com](http://www.mississippirelay.com) to learn.



CapTel® 2400i

**Need more information?**

**Have a question? Contact:**

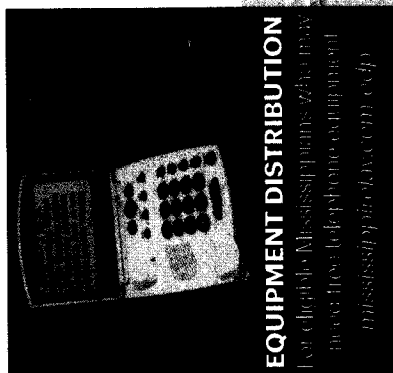
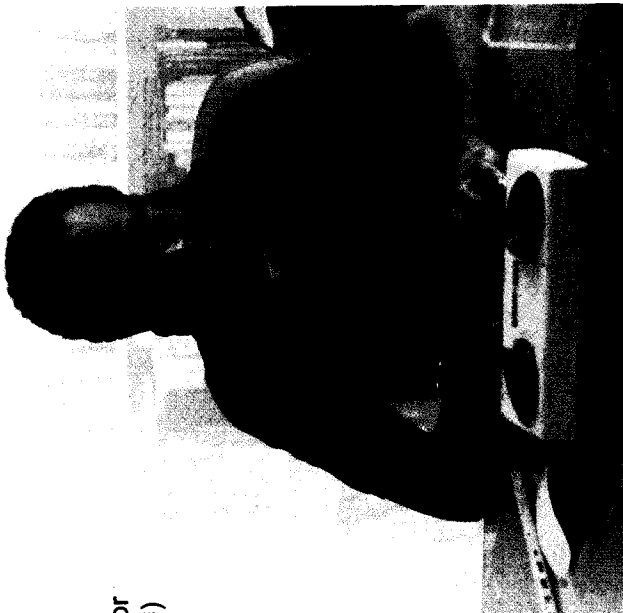
Teresa Burns

Outreach & Equipment Coordinator

[teresa.burns@sprint.com](mailto:teresa.burns@sprint.com) (Email)

601-936-5012 (Office)

601-206-0206 (Videophone)



## EQUIPMENT DISTRIBUTION

For eligible Mississippians who may need free telephone equipment, visit [www.mississippirelay.com/eqp](http://www.mississippirelay.com/eqp)



**Need to make a phone call to  
someone who has a hearing  
loss or speech disability?**

**Get Connected**  
with Mississippi Relay!



[MississippiRelay.com](http://MississippiRelay.com)



# Bring people together with Mississippi Relay

## Voice to TTY Relay:

Read spoken words and  
type when "speak"  
your words

The voice caller dials 711  
and is connected to a  
relay operator. The caller  
then speaks, "Hello, how  
are you? GA."

The relay operator  
types what the  
voice caller speaks.

The TTY user reads  
what is spoken on  
a device.



**A standard phone may not be right for you if:**

- You want to "listen" by reading what the other person speaks.
- You cannot hear well, but prefer to use your voice.
- You can hear, but would like someone else to voice your words.
- You are not sure how to converse with someone who has a hearing or speech disability.

**Mississippi Relay can offer calling freedom.**

Making calls through Mississippi Relay is liberating, enjoyable and convenient. Mississippi Relay's free, 24-hour service allows callers who are deaf, hard of hearing, deaf-blind or speech disabled to call anybody using relay services.

**Just dial 711 and call anyone, anywhere and anytime with Mississippi Relay.**

---

## RELAY NUMBERS

**TTY or TeleBraille**

711 or 800-582-2233

**Voice**

711 or 800-855-1000

**Voice Carry-Over**

711 or 800-582-0756

**Hearing Carry-Over**

711 or 800-582-2233

**Speech-to-Speech**

711 or 800-582-2395

**Spanish Relay**

711 or 800-582-2544

**ASCII**

711 or 800-855-1234

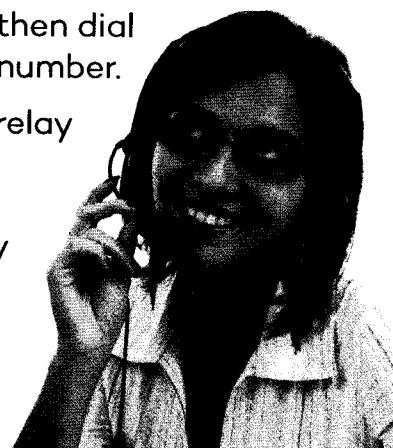
**900 Toll Call**

900-230-9191

---

## HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.



The relay operator repeats  
the STS user's spoken  
words if needed.

The STS user speaks  
directly to the  
other party.


The other party  
talks directly  
to the STS  
user.

STS User




The HCO user types  
his words to the  
relay operator.

The relay  
operator  
voices  
the typed  
message to  
the other  
party.


The other party  
speaks directly  
to the HCO  
user.



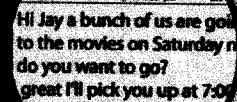
The other party speaks directly to the CapTel user, with all of his words transcribed by a trained operator into text using voice-recognition technology.




The CapTel user speaks directly to the other party using a CapTel phone.





The CapTel user listens with her residual hearing and reads the conversation on the CapTel display screen




Hi Jay a bunch of us are going to the movies on Saturday night do you want to go? great I'll pick you up at 7:00



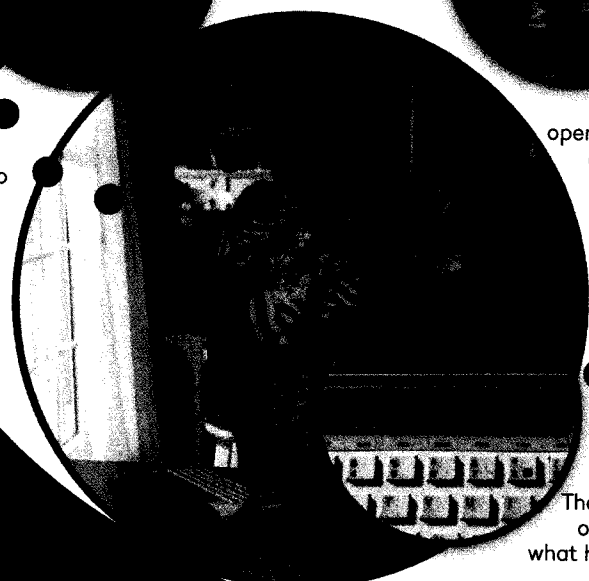
A son speaks to his mother while the relay operator listens.



Mother speaks to her son directly.



The relay operator types everything the son says.



The mother reads on a TTY screen what her son speaks.

# Other Relay Features

## TeleBraille for Deaf-Blind

**711 or 800-852-2233**

Deaf-blind relay users often use TTYs equipped with TeleBraille. Specially-trained relay operators are familiar with deaf-blind users' needs, and can provide effective solutions for their calling needs.

## Spanish Relay

**711 or 800-582-2544**

TTY users can type in Spanish and have the conversations relayed in Spanish or English. TTY users can also request Spanish-to-English or English-to-Spanish translation.

## TTY Payphone

TTY users using a TTY payphone can use Mississippi Relay to assist in connecting calls.

## Toll-Free Relay

**900-230-9191**

Relay users can dial a separate toll-free 900 number to connect with Mississippi Relay. A relay operator will then dial the requested outbound 900 service number. The caller is responsible for direct billing.

## Relay Directory Assistance

Mississippi Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Mississippi Relay or dial directly using a TTY.

## International Relay

**605-224-1837**

Mississippi Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish.

## Do **NOT** Call 911 for Non-Emergency Calls Only

**711 is NOT an emergency number.**

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

**NOTE:** Mississippi Relay can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



# Customer Profile

## Customer profiles make relay services better for you.

The Customer Profile feature allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to [myprofile.sprint.com](http://myprofile.sprint.com) or requesting a form through customer service.

The contact information is found on the back of this booklet.

### Mississippi Relay Customer Profile

For more information: [www.mississippirelay.com/profile](http://www.mississippirelay.com/profile)

The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

Mississippi Relay Customer Service  
P.O. Box 20000 - 800V60000-0A  
Birmingham, AL 35201-0000  
or fax to 877-877-3386

If you have questions or need assistance, contact Mississippi Relay Customer Service:  
800-656-3377 (Voice/TTY)  
800-656-4288 (Speech)  
877-787-8888 (Speech-to-Speech)  
800-656-6027 (Voice Carry-Over)  
Speech2Text@msrelay.com (Email)

#### Important Information for Speech-to-Speech (STS)

Mississippi Relay Service offers a unique Customer Profile specifically designed for STS users. With Mississippi Relay's system, persons using STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered location.

Go to [www.msrelay.com](http://www.msrelay.com)

After you enter your telephone and password, go to the menu bar and click 800-Numbers.

For assistance, call 678 Customer Support at 877-787-8888.

#### Your Personal Information

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Area Code & Phone Number: \_\_\_\_\_ Ext. Number: \_\_\_\_\_

Street Address (for V.O. use): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

#### Your Contact Numbers (for Text or TTY if necessary)

Area Code & Phone Number: \_\_\_\_\_

If you want to register, forget your new 10-digit phone number, go to [www.msrelay.com](http://www.msrelay.com)

#### Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls)

Number	Area Code & Phone Number
1	_____
2	_____
3	_____
4	_____
5	_____

If you need to add more information, go to the Additional Information section on page 2.

# Mississippi Relay Equipment Distribution Program

The Mississippi Relay Equipment Distribution Program (MREDP), established by Sprint Relay with approval from the Mississippi Public Service Commission, provides equal access telephone and emergency services for Deaf and Hard of Hearing individuals. Distributed equipment includes:

- Amplified telephone
- CapTel phone
- TTY
- Specialized phone for speech disabled individuals
- Visual alert systems

To qualify for the program, an applicant must submit a signed MREDP application with proof of hearing status, income, residency and telecommunications use.





# For questions or feedback, contact us!



## Mississippi Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Español)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- 877-877-3291 (Fax)
- Sprint.TRSCustServ@sprint.com (Email)
- mississippirelay.com (Website)

## CapTel Customer Support

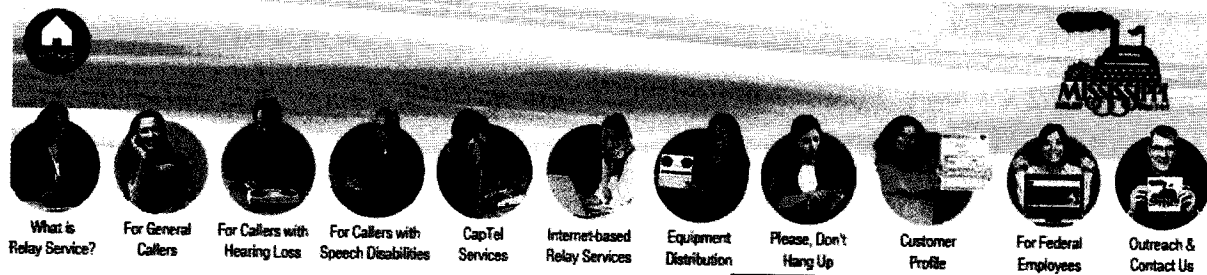
- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

## Mississippi Relay Customer Support - Deaf/Hard of Hearing

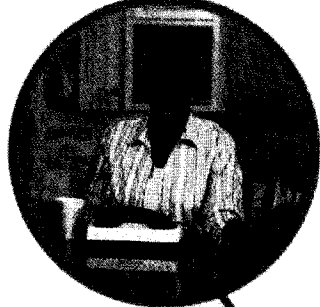
- 460 Briarwood Drive  
Suite 400  
Jackson, Mississippi 39206
- 601-936-5012 (Voice)
- 601-709-4624 (TTY)
- 601-709-4625 (Fax)
- msrelay@sprint.com (Email)
- mississippirelay.com/edp (Website)



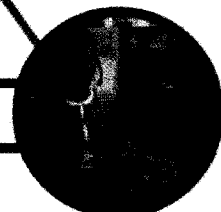




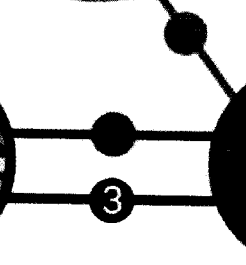
### TTY User



Voice User



Relay Operator



### HOW DOES TTY TO VOICE RELAY WORK??

1. The TTY user types their message into the TTY device.
2. The relay operator then reads the TTY user's typed message to the voice user.
3. After the TTY user says OK, it is the voice user's turn to respond.



Mississippi Relay  
@MississippiRelay711

Home

Posts

Reviews

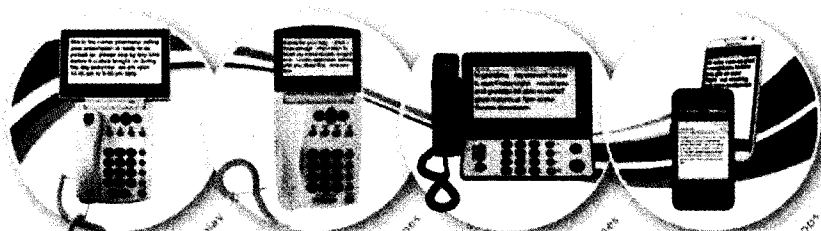
Photos

About

Community

Create a Page

## Captioned Telephones that fit your lifestyle.



Like Follow Share ...

Contact Us

Message

### About

Suggest Edit

#### CONTACT INFO

Call 601-936-5012

@MississippiRelay711

Send Message

msrelay@sprint.com

http://www.mississippirelay.com

#### MORE INFO

#### STORY

Mississippi Relay is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows text-telephone (TTY) users to communicate with standard telephone users through specially trained relay operators.

Calls can be made anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, l...

**Document 1 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED

**ARTICLE 11.**

**DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED**

---

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.

**Document 2 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED/§ 77-3-501. Legislative findings.

**§ 77-3-501. Legislative findings.**

The Legislature of the State of Mississippi finds:

- (a) That telephone service provides a rapid and essential communications link among the general public and with essential offices and organizations such as police, fire and medical facilities;
- (b) That all persons should have basic telephone service available to them at a fair and equitable
- (c) That a significant portion of Mississippi's hearing and speech impaired population have profound disabilities which render normal telephone equipment useless without additional specialized devices; and
- (d) That there exists a need for a program whereby access to basic telephone service for hearing and speech impaired persons is equal in cost to the amount paid by other telephone customers.

Sources: Laws, 1990, ch. 321, § 1, eff from and after passage (approved March 12, 1990).

---

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.

**Document 3 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES

## FOR THE DEAF AND HEARING OR SPEECH IMPAIRED/§ 77-3-503. Definitions.

## § 77-3-503. Definitions.

The following terms and phrases when used in this article shall have the following meaning ascribed to them, except where the context clearly indicates a different meaning:

- (a) "Deaf person" means an individual who is unable to hear and understand oral communication, with or without the assistance of amplification devices.
- (b) "Dual party relay system" means a procedure whereby a deaf, hearing or speech impaired TDD user can communicate with an intermediary party, who then orally relays the first party's message or request to a third party, or vice versa.
- (c) "Exchange access facility" means the access from a particular telephone subscriber's premise to the telephone system of a local exchange telephone company. Exchange access facilities include local exchange company provided access lines, private branch exchange trunks and centrex network access registers, all as defined by tariffs of telephone companies as approved by the commission.
- (d) "Hard of hearing person" means an individual who has suffered a permanent hearing loss which is severe enough to necessitate the use of amplification devices to hear oral communication.
- (e) "Hearing impaired person" means a person who is deaf or hard of hearing.
- (f) "Ring signaling device" means a mechanism such as a flashing light which visually indicates that a communication is being received through a telephone line. This phrase also means a mechanism such as adjustable volume ringers and buzzers which audibly and loudly indicate an incoming telephone communication.
- (g) "Speech impaired person" means an individual who has suffered a loss of oral communication ability which prohibits normal usage of a standard telephone handset.
- (h) "Telecommunications device" or "telecommunications device for the deaf, hearing or speech impaired" or "TDD" means a keyboard mechanism attached to or in place of a standard telephone by some coupling device used to transmit or receive signals through telephone lines.
- (i) "Telephone company" means every corporation, company, association, joint stock association, partnership, and person and their lessees, trustees or receivers appointed by any court whatsoever, and every city or town owning, operating or managing any telephone line or part of a telephone line used in the conduct of the business of affording telephonic communication service for hire within this state.
- (j) "Telephone line" includes conduits, ducts, poles, wires, cables, crossarms, receivers, transmitters, instruments, machines, appliances, instrumentalities and all devices, including radio and other advancements of the art of telephony, real estate, easements, apparatus, property and routes used and operated to facilitate the business of affording telephonic communication services to the public for hire within this state.
- (k) "Trust fund" means the Dual Party Relay Service Trust Fund which is a specific trust to be created by the Public Service Commission and to be established, invested, managed and maintained for the exclusive purpose of fulfilling the provisions of this article according to Public Service Commission rules and regulations.

**Sources:** Laws, 1990, ch. 321, § 2, eff from and after passage (approved March 12, 1990).

---

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.

**Document 4 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED/§ 77-3-505. Statewide program to provide telephone access to speech or hearing impaired persons; commission not liable for claims, actions, etc. arising out of program.

**§ 77-3-505. Statewide program to provide telephone access to speech or hearing impaired persons; commission not liable for claims, actions, etc. arising out of program.**

- (1) The Mississippi Public Service Commission shall establish, implement, administer, regulate and promote a statewide program to provide telephone access to persons who are speech or hearing impaired.
- (2) The program shall include but not be limited to:
  - (a) A statewide dual party relay service;
  - (b) The establishment of characteristics and performance standards for TDD ring signaling devices and volume control handsets;
  - (c) A single supplier statewide relay system to handle all intrastate TDD calls; and
  - (d) The promulgation of procedures, regulations, rules, guidelines and criteria to establish, implement, administer, regulate and promote all aspects of the dual party relay service and this article where not prohibited by law.
- (3) The commission may use assistance from public agencies of the state and federal government or from private organizations and industry to accomplish the purposes of this article.
- (4) The commission shall not be liable for any claims, actions, damages or causes of action, civil or criminal, arising out of or resulting from the establishment, participation in or operation of the Dual Party Relay System Service.
- (5) The provider of the Dual Party Relay System Service, and the employees of the provider, shall not be liable for any claims, actions, damages or causes of action, civil or criminal, for:
  - (a) Maintaining the confidentiality of each relayed conversation;
  - (b) Relaying any message from one party to another in a relayed conversation; or
  - (c) Any error made in the transcription, transmission or transliteration of any message from one party to

another in a relayed conversation, except for errors resulting from gross negligence, intentional acts or willful misconduct.

Sources: Laws, 1990, ch. 321, § 3; Laws, 1991, ch. 485, § 1, eff from and after July 1,

---

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.

**Document 5 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED/§ 77-3-507. Maintenance surcharge on local exchange access facilities; Dual Party Relay Service Trust Fund; source of funds; use of funds; charges for use of relay service.

**§ 77-3-507. Maintenance surcharge on local exchange access facilities; Dual Party Relay Service Trust Fund; source of funds; use of funds; charges for use of relay service.**

(1) The Public Service Commission may impose upon all local exchange telephone companies operating in the State of Mississippi a monthly relay service fee in an amount to be determined by the commission based upon the amount of funding necessary to accomplish the purposes of this article and to provide dual party telephone relay services on a continuous basis. Such fees shall be paid by the local exchange companies to the credit of the Dual Party Relay Service Trust Fund. The commission may authorize local exchange companies to recover relay service fees through a surcharge on their customers in the manner prescribed by the commission. The relay service fees remitted by the local exchange companies shall not be subject to any tax, fee or assessment, nor shall it be considered revenue of the local exchange companies. The Dual Party Relay Service Trust Fund shall be credited with all interest income and earnings of the fund. The fund shall be established, invested and managed for the exclusive purpose of fulfilling the provisions of this article according to rules and regulations established by the Public Service Commission.

(2) Monies in the fund shall also include any appropriations authorized by the Legislature, any available funds authorized by the Public Service Commission, grants from other governmental or private entities, and any contributions or donations received by the Public Service Commission for the dual party relay service. All monies in the Dual Party Relay Service Trust Fund shall be used solely for the administration and operation of a statewide program to provide telecommunications access to persons who are speech and hearing impaired or similarly impaired.

(3) The users of the relay service shall be charged for telephone services, without additional charges for the use of the relay service other than any surcharge which may be imposed upon them under this section. The calling or called party shall bear an expense for making intrastate nonlocal calls considered and approved by the Public Service Commission as being equitable in comparison with non-TDD or DPR service customers.

Sources: Laws, 1990, ch. 321, § 4; Laws, 1991, ch. 386, § 1; Laws, 1992, ch. 331, § 1, eff from and after passage (approved April 20, 1992).

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.

**Document 6 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED/§ 77-3-509. Advisory committee on telecommunications services for hearing or speech impaired persons; members; terms; compensation.

**§ 77-3-509. Advisory committee on telecommunications services for hearing or speech impaired persons; members; terms; compensation.**

(1) On or before August 1, 1990, the Public Service Commission shall appoint an advisory committee to monitor the statewide telecommunications relay access service and advise and make recommendations to the Public Service Commission in pursuing services which meet the needs of the hearing or speech impaired and others similarly impaired in communicating with other users of telecommunications services.

(2) The advisory committee shall be composed of:

- (a) One (1) deaf person recommended by the Mississippi Association of the Deaf;
- (b) One (1) speech or hearing impaired person recommended by the Mississippi Association for Retired Persons;
- (c) One (1) person recommended by the Coalition of Citizens with Disabilities;
- (d) One (1) representative of telecommunications utilities chosen from a list of candidates provided by the Mississippi/Alabama Telephone Association;
- (e) One (1) representative of the Mississippi Speech and Hearing Association;
- (f) One (1) representative of the Veterans Administration;
- (g) One (1) representative from Vocational Rehabilitation Deaf Services;
- (h) One (1) hearing impaired representative of the Mississippi School for the Deaf;
- (i) Two (2) representatives chosen from the Public Service Commission's staff and employees;
- (j) One (1) person appointed by the Speaker of the House of Representatives;
- (k) One (1) person appointed by the Lieutenant Governor of the Senate;
- (l) One (1) representative from the provider of the DPR service; and
- (m) Three (3) "at large" individuals who have particular skills, knowledge, experience or ability but who are not necessarily speech or hearing impaired or otherwise affiliated with an organization serving the speech or hearing impaired.

The commission, in its discretion, may name a successor or similar organization to be represented on the committee if an organization or agency named in this subsection ceases to exist.

(3) The committee shall be appointed based on candidate names submitted by the recommending agency or organization. Each member of the advisory committee shall serve for a term of two (2) years. A member whose term has expired shall continue to serve until a qualified replacement is appointed. The members of the advisory committee shall serve without compensation but shall be entitled to reimbursement for travel and expenses incurred in the performance of their official duties and per diem, which shall be paid out of the trust fund on the same basis established for state employees.

**Sources:** Laws, 1990, ch. 321, § 5; Laws, 2000, ch. 520, § 1, eff from and after passage (approved Apr. 30, 2000.)

---

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.

**Document 7 of 7**

**Source:**

Mississippi Code/TITLE 77 PUBLIC UTILITIES AND CARRIERS/CHAPTER 3 REGULATION OF PUBLIC UTILITIES/ARTICLE 11. DUAL PARTY RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS DEVICES FOR THE DEAF AND HEARING OR SPEECH IMPAIRED/§ 77-3-511. Commission to implement relay service within one year; report to Legislature.

**§ 77-3-511. Commission to implement relay service within one year; report to Legislature.**

(1) The Public Service Commission shall commit all acts necessary to implement a dual party relay service in as expeditious a manner as possible not exceeding one (1) year from the date of passage of this article.

(2) The Public Service Commission shall report to the Legislature on or before January 1, 1991, the status and conditions of the dual party relay service and other aspects of the programs specified in this article.

**Sources:** Laws, 1990, ch. 321, § 6, eff from and after passage (approved March 12, 1990).

---

© 2002 by the State of Mississippi and Matthew Bender & Company, Inc., a member of the LexisNexis Group. All rights reserved. Use of this product is subject to the restrictions and terms and conditions of the Matthew Bender Master Agreement.



## Appendix I: Complaint Logs from 2013-2017

### Complaint Log 2012-2013

Complaint Tracking for MS (06/01/2012-05/31/2013). Total Customer Contacts: 1

Tally	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution	Status
1	05/07/13	017	Customer reports the Communication Assistant was rude. The customer explained the Communication Assistant injected with insulting remarks and sighs. The customer explained she has been speaking with her deaf sister on the relay for many years, and the service today was terrible. The supervisor will be notified. Follow up requested.	05/07/13	Communication Assistant ID severely not assigned. Attempted to contact customer at 8:44am and 11:31am on May 06th, (no answer) On May 06th, at 10:47am follow up message was left for the customer.	C

Date Generated: Wed, Dec. 10th, 2014 @ 11:12:27 AM CT

### Complaint Log 2013-2014

Complaint Tracking for MS (06/01/2013-05/31/2014). Total Customer Contacts: 0

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
-------	----------------	---------------------	--------------------	---------------------------

Date Generated: Mon, Jan. 20th, 2014 @ 01:55:14 PM CT

### Complaint Log 2014-2015

Complaint Tracking for MS (06/01/2014-05/31/2015). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	04/04/15	Customer's daughter reported that customer is experiencing some delays in captions behind the spoken words on the CapTel phone.	04/17/15	Customer Service Representative investigated and identified two calls with delays outside the norm of 4-6 seconds. Call datafiles sent to the Call Center for follow-up with the Communication Assistant by the supervisor. Communication Assistant's supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up email to the customer reporting action taken and offered further follow-up on any future calls.

### Complaint Log 2015-2016

Complaint Tracking for MS (06/01/2015 - 05/31/2016). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/28/15	Speech to Speech customer says the 24-hour message rule is ludicrous! People with speech problems having to repeat over and over is ridiculous. Communication Assistants have ALWAYS saved messages before when it was supposed to be for a live person not voice mail. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call.  Internal Update Performed	07/28/15	Called customer to assist and to explain about STS service. Was unable to make contact because the customer hung-up on me several times. Referred the Customer Contact to the Handling Center to follow-up.

Date Generated: Mon, Jan. 20th, 2016 @ 11:47:16 AM CT

### Complaint Log 2016-2017

Complaint Tracking for MS (06/01/2016-05/31/2017). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
-------	-------------------	---------------------	--------------------	---------------------------

Date Generated: Fri, Jan. 2nd, 2017 @ 07:55:48 AM CT



Page 1 of 5  
 Account Number **0000000000000000**  
 Billing Date Sep 4, 2017  
 Web Site att.com

# Monthly Statement

Save when you bundle your TV, Internet, Wireless and home phone services.

## Bill-At-A-Glance

Previous Bill	329.45
Payment Received 8-21 Thank You!	329.45CR
Adjustments	.00
Balance	.00
Current Charges	345.06
<b>Total Amount Due</b>	<b>\$345.06</b>
Amount Due in Full by	Sep 24, 2017

## Billing Summary

Online: att.com/myatt	Page	
<b>Plans and Services</b>	1	51.74
1 800 288-2020 PIN: 6680		
<b>Repair Service:</b>		
1 877 737-2478		
<b>AT&amp;T Long Distance Service</b>	1	13.35
1 800 288-2020		
<b>Internet Services</b>	2	56.00
1 888 321-2375		
<b>AT&amp;T Wireless Services</b>	2	223.97
1 800 288-2020		
<b>Total Current Charges</b>		<b>345.06</b>

## News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - ONLINE BILL SUPPORT
  - CUSTOMER SUPPORT
  - CARRIER INFORMATION
  - MOVING SOON?
  - MAKING PAYMENTS EASY
- See "News You Can Use" for additional information.

## AT&T Benefits

### • CALL US AND SAVE!

Looking to save money? We've got you covered. Call us at 800.475.1827 and we'll help you find the right bundle of DIRECTV, wireless and other services that fit your needs and budget. Or go to att.com/LookingForSavings

## Plans and Services

### Monthly Service - Sep 4 thru Oct 3

1. <b>Complete Choice® Enhanced</b>	<b>38.00</b>
Residential Line	
Three-Way Calling	
Call Forwarding	
Call Waiting ID	
Call Return	
Call Trace	
Call Blocking	
Caller-ID Name-Number Delivery	
Anonymous Call Blocking	

### Surcharges and Other Fees

No.	Description	Quantity	
2.	Cost Assessment Charge	1	.42
3.	Federal Universal Service Fee	1	1.11
4.	Federal Subscriber Line Charge	1	6.50
<b>Total Surcharges and Other Fees</b>			<b>8.03</b>

### Government Fees and Taxes

No.	Description	Quantity	
5.	Federal Excise Tax		1.34
6.	MS - State/Local Tax		3.22
7.	Telecommunications Relay Svc	1	.10
8.	Emergency 911 Service	1	1.00
9.	MS Emergency Telecommunicator		.05
<b>Total Government Fees and Taxes</b>			<b>5.71</b>

**Total Plans and Services** **51.74**

## AT&T Long Distance Service

### Monthly Service

#### Charges for 601 688-9714

Type of Service	Period	
10. Unlimited NW Call Plus 1 Monthly Fee	08/15-09/14	9.00

Local Services provided by AT&T Mississippi.

## Appendix K: FCC's 2013 TRS Recertification Approving Mississippi



# PUBLIC NOTICE

Federal Communications Commission

445 12th Street, S.W.  
Washington, D.C. 20554

News Media Information 202-418-0500 Internet: <http://www.fcc.gov>

TTY: 1-888-835-5322

DA 13-1530

Released: July 8, 2013

### NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS CG DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,<sup>1</sup> pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.<sup>2</sup> On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;<sup>3</sup>
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;<sup>4</sup> and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.<sup>5</sup>

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program

<sup>1</sup> For purposes of this proceeding, the term "state" refers to states, U.S. territories, and the District of Columbia, where applicable.

<sup>2</sup> 47 C.F.R. § 64.606(b).

<sup>3</sup> 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

<sup>4</sup> 47 U.S.C. § 225(f)(2)(B).

<sup>5</sup> 47 C.F.R. § 64.606(d).

certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

#### STATES APPROVED FOR CERTIFICATION

**File No: TRS-46-12**

Alabama Public Service Commission  
State of Alabama

**File No: TRS-47-12**

Arkansas Deaf and Hearing Impaired  
State of Arkansas

**File No: TRS-32-12**

California Public Utilities Commission  
State of California

**File No: TRS-48-12**

Connecticut Department of Public Utility

**File No: TRS-19-12**

Department of Commerce  
State of Alaska

**File No: TRS-02-12**

Commission for the Deaf and Hard of Hearing  
State of Arizona

**File No: TRS-23-12**

Colorado Public Utilities Commission  
State of Colorado

**File No: TRS-35-12**

Delaware Public Service Commission

State of Connecticut  
**File No: TRS-49-12**  
 Public Service Commission  
 District of Columbia  
**File No: TRS-51-12**  
 Georgia Public Service Commission  
 State of Georgia  
**File No: TRS-43-12**  
 Idaho Public Service Commission  
 State of Idaho  
**File No: TRS-08-12**  
 Indiana Telephone Relay Access Corporation  
 State of Indiana  
**File No: TRS-07-12**  
 Kansas Relay Services, Inc.  
 State of Kansas  
**File No: TRS-13-12**  
 Louisiana Relay Administration Board  
 State of Louisiana  
**File No: TRS-33-12**  
 Telecommunications Access of Maryland  
 State of Maryland  
**File No: TRS-54-12**  
 Michigan Public Service Commission  
 State of Michigan  
**File No: TRS-55-12**  
 Mississippi Public Service Commission  
 State of Mississippi  
**File No: TRS-56-12**  
 Telecommunications Access Program  
 State of Montana  
**File No: TRS-25-12**  
 Relay Nevada  
 State of Nevada  
**File No: TRS-45-12**  
 New Jersey Board of Utilities  
 State of New Jersey  
**File No: TRS-16-12**  
 New York State Department of Public Service  
 State of New York  
**File No: TRS-12-12**  
 Information Technology Department  
 State of North Dakota  
**File No: TRS-57-12**  
 Oklahoma Telephone Association  
 State of Oklahoma  
**File No: TRS-58-12**  
 Pennsylvania Bureau of Consumer Services  
 Commonwealth of Pennsylvania  
**File No: TRS-59-12**  
 Division of Public Utilities and Carriers  
 State of Rhode Island  
**File No: TRS-11-12**  
 South Carolina Office of Regulatory Staff  
 State of South Carolina  
**File No: TRS-20-12**

State of Delaware  
**File No: TRS-50-12**  
 Florida Public Service Commission  
 State of Florida  
**File No: TRS-22-12**  
 Hawaii Public Utilities Commission  
 State of Hawaii  
**File No: TRS-10-12**  
 Illinois Commerce Commission  
 State of Illinois  
**File No: TRS-03-12**  
 Iowa Utilities Board  
 State of Iowa  
**File No: TRS-52-12**  
 Kentucky Public Service Commission  
 Commonwealth of Kentucky  
**File No: TRS-53-12**  
 Maine Public Utilities Commission  
 State of Maine  
**File No: TRS-34-12**  
 Department of Telecommunications and Energy  
 Commonwealth of Massachusetts  
**File No: TRS-39-12**  
 Minnesota Department of Commerce  
 State of Minnesota  
**File No: TRS-15-12**  
 Missouri Public Service Commission  
 State of Missouri  
**File No: TRS-40-12**  
 Nebraska Public Service Commission  
 State of Nebraska  
**File No: TRS-42-12**  
 New Hampshire Public Service Commission  
 State of New Hampshire  
**File No: TRS-14-12**  
 Commission for the Deaf and Hard of Hearing  
 State of New Mexico  
**File No: TRS-30-12**  
 Department of Health and Human Service  
 State of North Carolina  
**File No: TRS-37-12**  
 Public Utilities Commission of Ohio  
 State of Ohio  
**File No: TRS-36-12**  
 Oregon Public Utilities Commission  
 State of Oregon  
**File No: TRS-28-12**  
 Telecommunications Regulatory Board  
 Puerto Rico  
**File No: TRS-62-12**  
 Micronesian Telecommunications Corporation  
 Saipan  
**File No: TRS-60-12**  
 Department of Human Services  
 State of South Dakota  
**File No: TRS-17-12**

Tennessee Regulatory Authority  
State of Tennessee  
**File No: TRS-61-12**  
Virgin Islands Public Service Commission  
U.S. Virgin Islands  
**File No: TRS-44-12**  
Vermont Department of Public Service  
State of Vermont  
**File No: TRS-27-12**  
Office of the Deaf and Hard of Hearing  
State of Washington  
**File No: TRS-01-12**  
Wisconsin Department of Administration  
State of Wisconsin

Texas Public Utility Commission  
State of Texas  
**File No: TRS-09-12**  
Public Service Commission  
State of Utah  
**File No: TRS-04-12**  
Department for the Deaf and Hard of Hearing  
Commonwealth of Virginia  
**File No: TRS-06-12**  
Public Service Commission of West Virginia  
State of West Virginia  
**File No: TRS-18-12**  
Division of Vocational Rehabilitation  
State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: [www.bcpiweb.com](http://www.bcpiweb.com) or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. **03-123** in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

- FCC -

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSISSIPPI**

**DOCKET NUMBER: 1990-UA-156**

**IN RE: DUAL PARTY RELAY SERVICE MONTHLY MAINTENANCE SURCHARGE**

**AMENDED ORDER**

THIS DAY, this cause came on before this Commission, upon its own motion, concerning the monthly maintenance surcharge collected by local exchange companies ("LECs") and competitive local exchange companies ("CLECs") from all residential and business local exchange access facilities and transferred to the Dual Party Relay Service Trust Fund ("the Fund") on a monthly basis. The Fund was established and is invested and managed for the exclusive purpose of fulfilling the provisions of Miss. Code Ann. § 77-3-501, et. seq., as amended ("the Statute"), as same relates to a statewide program to provide telephone access to persons who are speech and hearing impaired.

This Commission is authorized by the Statute to impose upon all LECs and CLECs operating in Mississippi a monthly surcharge in an amount to be determined by this Commission based upon the amount of funding necessary to fulfill the requirements of the Statute including the provision of Dual Party Relay Service. The Statute further requires LECs and CLECs to collect said surcharge from its customers and transfer said monies collected to the Fund.

Pursuant to its duty under the Statute, this Commission, by its Order dated March 15, 2007, in Docket Number 1990-UA-156, directed all LECs and CLECs operating in Mississippi to collect a three cent (\$0.03) monthly surcharge on each residential and business local exchange

line for which the Federal End User Common Line Charge is applicable, beginning June 1, 2007. The LECs and CLECs were further directed to transfer the surcharges collected to the Fund on a monthly basis.

This Commission has now been administering the Statute for twenty-two (22) years, and, following careful study, the Commission has determined that the goals established by the Statute including the provision of Dual Party Relay Service will be adequately met by increasing the monthly maintenance surcharge from three cents (\$0.03) to ten cents (\$0.10).

IT IS THEREFORE ORDERED that all LECs and CLECs operating in Mississippi are directed to impose and collect a monthly surcharge on all residential and business local exchange access lines to which the Federal End User Common Line Charge is applicable, in the amount of ten cents (\$0.10) each month per access line instead of three cents (\$0.03). The ten cents (\$0.10) surcharge shall be effective with all bills rendered on or after May 1, 2013, on a billing cycle basis. All LECs and CLECs in this state are directed to continue to transfer the surcharge funds so collected to the Dual Party Relay Services Trust Fund on a monthly basis.

This Order shall be deemed issued on the day it is served upon the parties herein by the Executive Secretary of this Commission who shall note the service date in the file of this Docket.


Chairman Leonard Bentz voted AY; Vice Chairman Lynn Posey voted aye; and Commissioner Brandon Presley voted aye.

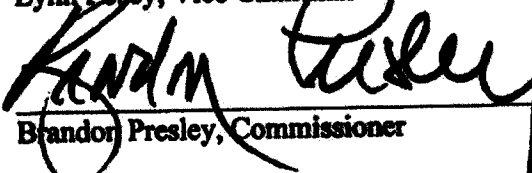
Dated this the 9<sup>th</sup> day of April, 2013.

MISSISSIPPI PUBLIC SERVICE COMMISSION

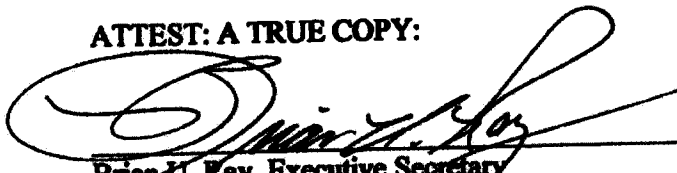


  
Leonard Bentz, Chairman

  
Lynn Posey, Vice Chairman

  
Brandon Presley, Commissioner

ATTEST: A TRUE COPY:

  
Brian U. Ray, Executive Secretary

This Order is effective the 9<sup>th</sup> day of April, 2013.



**FOURTH AMENDMENT TO  
STATEWIDE TELECOMMUNICATIONS RELAY SERVICES  
CONTRACT #CNMS062310-TRS**

This Fourth Amendment is made to the Statewide Telecommunications Relay Services Contract No. CNMS062310-TRS between SPRINT COMMUNICATIONS COMPANY, L.P. ("Sprint") and the MISSISSIPPI PUBLIC SERVICE COMMISSION ("Customer"), signed by Customer on August 3, 2010 and Sprint on July 22, 2010, as amended (the "Agreement").

The following modified and added terms and conditions are made a part of the Agreement effective on the last day this Amendment is signed by Sprint and Customer ("Fourth Amendment Effective Date").

Sprint and Customer agree as follows:

1. Pursuant to Section III ("Term") of the Agreement, the Parties agree to renew the Agreement for an additional three year period effective July 1, 2017 through June 30, 2020 ("Three-Year Renewal Term") at the same terms and conditions.
2. The Agreement is amended by deleting Section VII ("Compensation"), Subsection 7.0 in its entirety and replacing it to read as follows:

7.0 Sprint shall be compensated monthly by the State at a rate of \$1.05 per session minute ("Relay Rate") for the provision of relay service in Mississippi for the Three-Year Renewal Term of the Agreement. The Relay Rate excludes the monthly recurring charge for the Equipment Distribution Program and Outreach Program. CapTel shall be compensated at a rate of \$1.85 per session minute ("CapTel Rate") for the Three-Year Renewal Term of the Agreement. The Relay Rate and the CapTel Rate shall be firm for the Three-Year Renewal Term of this Agreement. Sprint reserves the right to negotiate with the State in good faith the Relay Rate and the CapTel Rate for any additional renewals beyond this Three-Year Renewal Term as outlined in Article III, Subsection 3.1.

3. The Agreement is amended by deleting Section VII ("Compensation"), Subsection 7.1.1 in its entirety and replacing it to read as follows:

7.1.1 Sprint shall be compensated by the State with a monthly recurring charge ("MRC") of \$17,000.00 during each month of the Three-Year Renewal Term of the Agreement. The MRC will include the following:

- \$125,000 Annual Outreach budget (Outreach Specialists, EDP Coordinator, public service announcements, marketing materials and sponsorships)
- Up to twenty five (25) TRS and CapTel-related pieces of equipment per month
- Up to ten (10) 3G wireless devices (or 4G devices when readily available)
- Customer Care

Sprint reserves the right to negotiate with the State in good faith the MRC for any additional renewals beyond this Three-Year Renewal Term as outlined in Article III, Subsection 3.1.


4. All other terms and conditions in the Agreement, not amended above, will remain in effect. This Amendment and any information concerning its terms and conditions are Sprint's proprietary information. Alterations to this Amendment will not be valid unless accepted in writing by a Sprint officer or authorized designee. To become effective, this Amendment must be signed by a Customer representative; and signed by a Sprint officer or authorized designee.

MISSISSIPPI PUBLIC SERVICE COMMISSION

By:   
Authorized Signature  
Name: Katherine Collier

Date: 6/23/2017  
Address: 501 N. West St. Ste 201-A  
Jackson, MS 39201

SPRINT COMMUNICATIONS COMPANY, L.P.

By:   
Authorized Signature  
Name: Michaela Clairmonte - Manager, Contract  
Negotiations & Management

Date: 6/27/2017  
Address: 12502 Sunrise Valley Drive  
Reston, VA 20196

Approved as to Legal Form  
Sprint Law Dept. - DV - 6/23/17

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- ☒ This filing contains confidential information (Not For Public Inspection)
- ☐ An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- ☐ Microfilm, microform, certain photographs or videotape.
- ☒ Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed by contacting an Information Technician at the FCC Reference Information Center, at 445 12<sup>th</sup> Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician.

1 CD-ROM